Community and Senior Center
Senior Services & Transportation Divisions
1329 Waterloo Lane, Gardnerville, NV 89410

DOUGLAS COUNTY SENIOR SERVICES ADVISORY COUNCIL

Community and Senior Center,
P.O. Box 218, Minden, NV 89423
Phone: (775) 783-6455 Fax: (775) 783-6457
http://www.douglascountynv.gov/325/Community-and-Senior-Center

Bob Cook	Chairman
Kevin Servatius	Vice Chairman
Tom Ingham	Council Member
Doug Sonnemann	Council Member
Felix Lockwood	Council Member
Mike Olson	Council member
Andrea Rajeski	Young At Heart Representative
Scott Morgan	Staff Representative
Travis Lee	Staff Representative

MEETING AGENDA FOR THE DOUGLAS COUNTY SENIOR SERVICES ADVISORY COUNCIL

Date: July 11, 2016 **Time:** 8:15 a.m.

Place: Douglas County Community and Senior Center
Carson Valley Medical Center Conference Room
1329 Waterloo Lane, Gardnerville NV

1. **Opening:** Call to Order and Roll Call. Pledge of Allegiance.

2. **Approval of agenda:** Approval of the meeting of July 11, 2016 agenda.

3. **Approval of previous minutes:** Approval of the minutes of June 13, 2016.

4. **PUBLIC COMMENT:** DISCUSSION ONLY, NO IMMEDIATE ACTION CAN BE TAKEN.

ADMINISTRATIVE CALENDAR

5. Discussion and Possible Action: Update on the success and highlights on the Douglas County Community & Senior Center.

6. Discussion and Possible Action: Review of the Programs & Facilities Manual regarding fees and charges.

7. Discussion and Possible Action: Resolution 2016-001 to express thanks Council Member Robert Schultz.

8. Discussion and Possible Action: Review Max Galaxy capabilities to be used for electronic signatures.

9. Correspondence: No action will be taken on this item.

10. Requests for possible future agenda items: No action will be taken on this item.

11. Next meeting tentatively scheduled for Monday, August 8, 2016.

12. ADJOURNMENT

The Senior Services Advisory Council reserves the right to take items in a different order to accomplish business in the most efficient manner

NOTE: A QUORUM OF THE BOARD OF COUNTY COMMISSIONERS MAY BE PRESENT AT THIS MEETING TO OBSERVE THE PROCEEDINGS. THE COUNTY COMMISSIONERS ARE PROHIBITED FROM DELIBERATING TOWARDS OR MAKING ANY DECISIONS AT THIS MEETING.

Copies of the finalized agenda are posted at the following locations not less than 3 days prior to the meeting: Douglas County Administration Building, Senior Services Center, Indian Hills GID, TRE Community Center and Tillman Center Sheriff Substation. Questions concerning the agenda should be referred to Travis Lee, Community Services Division Manager, (775) 782-5500.

Notice to person(s) with disabilities: Members of the public who are disabled and require special assistance or accommodations at the meeting are requested to notify the Senior Services by calling (775)782-5500 at least 24 hours in advance.

Posted July 6, 2016 by Liz Baumgartner.

Douglas County Senior Advisory Council
Meetings & Minutes
Douglas County Senior Center

1329 Waterloo Lane, Gardnerville, NV 89410

Phone: 775-783-6455
FAX: 775-783-6457

The regular meeting of the **DOUGLAS COUNTY SENIOR SERVICES ADVISORY COUNCIL** was held on Monday, **June 13, 2016** at the Douglas County Community and Senior Center, 1329 Waterloo Lane, Gardnerville, Nevada 89410.

Bob Cook – Chairman
Kevin Servatius – Vice Chairman
Tom Ingham- Council Member
Felix Lockwood- Council Member
Michael Olson-Council Member
Doug Sonnemann-Council Member
Andrea Rajeski - YAH Representative
Travis Lee- Staff Representative
Scott Morgan -Staff Representative
Liz Baumgartner- Staff Representative

Absent: Kevin Servatius, Tom Ingham

Public Attendees: None

County Board of Commissioners Present: None

1. **Call to order at 8:15 AM and the Pledge of Allegiance was led by Council Member Paul Lockwood.**

2. **Approval of June 13, 2016 Agenda:**

   MOTION: Andrea Rajeski made a motion for the approval of the June 13, 2016 agenda.
   SECOND: Mike Olson
   DISCUSSION: None
   OPPOSED: None
   ACTION: Approved.

3. **Approval of May 9, 2016 Minutes**

   MOTION: Felix Lockwood made a motion for the approval of the January 11th meeting minutes.
   SECOND: Doug Sonnemann
   DISCUSSION: None
   OPPOSED: None
   ACTION: Approved

4. **Public Comment:**

No public comment received

5. **For Discussion and Possible Action: Update by Travis Lee on grants:**

Manager Lee provided a brief updated concerning the grants to ADSD were submitted successfully. The grants submitted were Congregate Dining and Home Delivered Meal grants. Manager Lee commented that there was a reduction in meals provided to the Home Delivered Meal program. He suggested after researching and reviewing the trends that 1. Seniors were getting healthier and attending the daily lunch rather than be home bound and receiving meals at home. 2. Many of the long time participants to the Home Delivered Meal program had passed away and Senior Services were at a unique position in needing to let the community know more about our program.

Senior Advisory members commented on the successes of the Community and Senior Center with providing a constant draw of activity for seniors in the community.

6. **For Discussion and Possible Action: Update by Travis Lee on Community and Senior Center programs:**

Manager Lee also updated the Senior Advisory Council concerning the Emergency Action Plan which was found to be very beneficial for staff and programs as they request their licensing. The Community Health Nurse, Preschool and Adult Day Care also utilized it. In addition, the ongoing partnership and awareness concerning the services and size of the Community and Senior Center continues to be position with help for teaching and training from East Fork Fire and Paramedic District, Douglas County Sheriff's Department and Communications (911). Manager Lee expressed gratitude to the Senior Advisory Council for thinking ahead and planning for these threats proactively.

Director Morgan updated the Senior Advisory Council regarding the Adult Day Care and reviewed the visits which took place in Las Vegas. Director Morgan commented that the trips were valuable for the Social Services Manager and Director of the Carson Valley Adult Day Club.

7. **For Discussion and Possible Action: Room Improvements in the Douglas County Community & Senior Center North and South Rooms**
Manager Lee and Director Morgan reviewed that during the month of July we would be closing the Community Center side of the building and refinishing the floor of the gym. Also all the activity rooms will receive a fresh floor finish to include the North and South rooms. There was some discussion regarding whether groups need blinds or window tinting. Director Morgan commented that window tinting is the preferred method to reduce sun glare. Also Director Morgan expressed concerns that with blinds they are often left down and would rarely be opened or closed. Manager Lee commented that we were currently looking at the different tinting options and would be making a decision next month.

8. **For Discussion and Possible Action: Meal rates for children for lunches in the Grandview Dining Room in the Douglas County Senior Center:**

Manager Lee discussed that after calling and reviewing rates at other different senior centers, our current rate structures will not need to be changed.

9. **For Discussion and Possible Action: Congregate Dining for Indigent Seniors**
Director Morgan reviewed with the Senior Advisory Council the history of seniors attending daily lunches. He commented that in our new facility seniors who are indigent blend nicely with all other populations. We have a lot more than you might expect. Social Services provide

additional funding to assist seniors who are indigent which is utilized towards operations of the Senior Center.

10. **For Discussion and Possible Action: Thank you letter to previous Council Member Robert Shultz.**
Chairman Cook presented to the Senior Advisory Council a thank you letter to Council Member Robert Shultz for his service on the Senior Advisory Council. Robert Shultz was not present at the time. Chairman Cook commented that he would get a frame and deliver the thank you personally to Robert.

11. **Correspondence:**

No correspondence was received.

12. **Requests for Possible Future Agenda Items:**

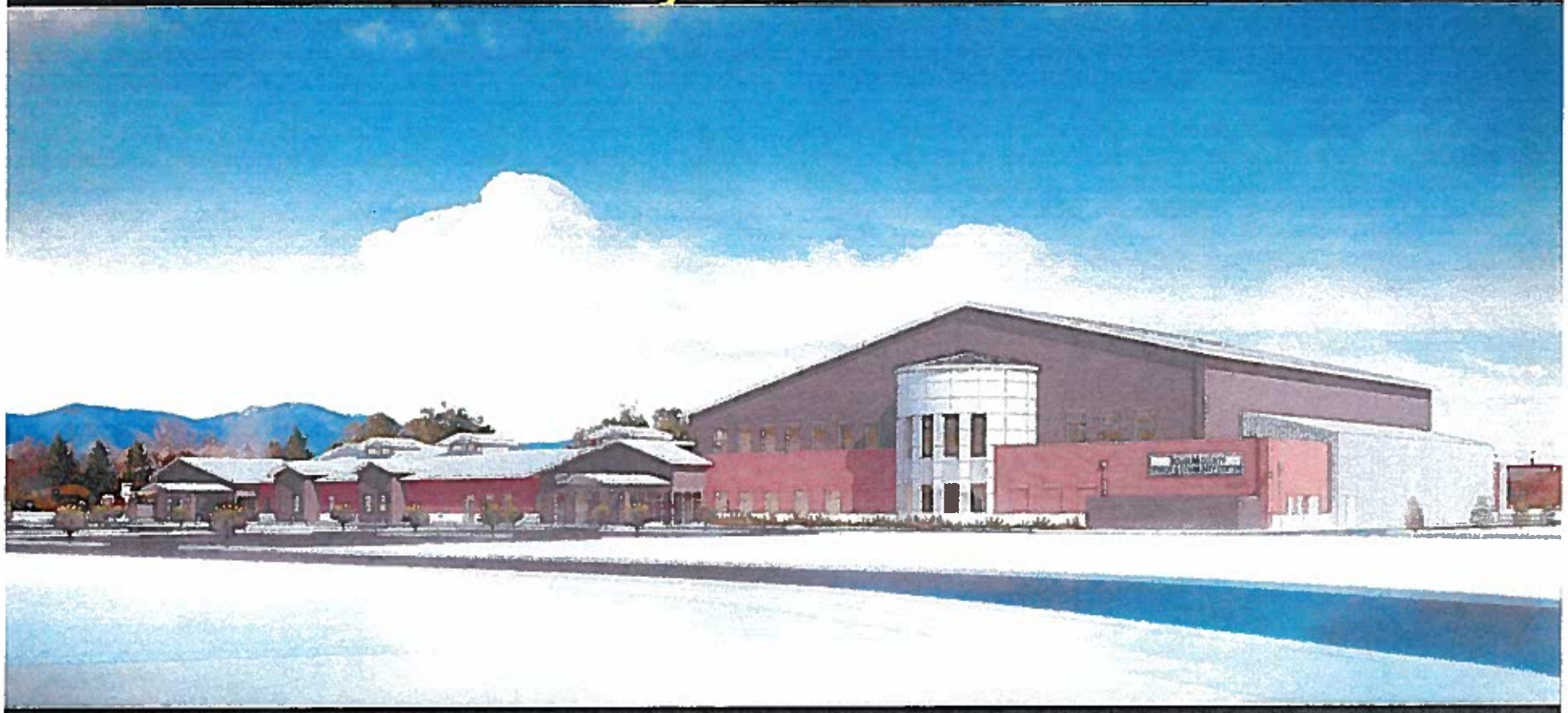
Growth and Numbers Report would go on the next agenda along with a review of the fees and charges manual. Chairman Cook also wanted to add to future agendas the Max Galaxy options for seniors to sign in electronically as part of their signature for ADSD.

13. **Adjournment**

MOTION: Andrea Rajeski
SECOND: Doug Sonnemann
DISCUSSION: None
OPPOSED: None
ACTION: Approved
Meeting adjourned at 9:16 AM.

DOUGLAS COUNTY COMMUNITY & SENIOR CENTER

Douglas County
Community & Senior Center

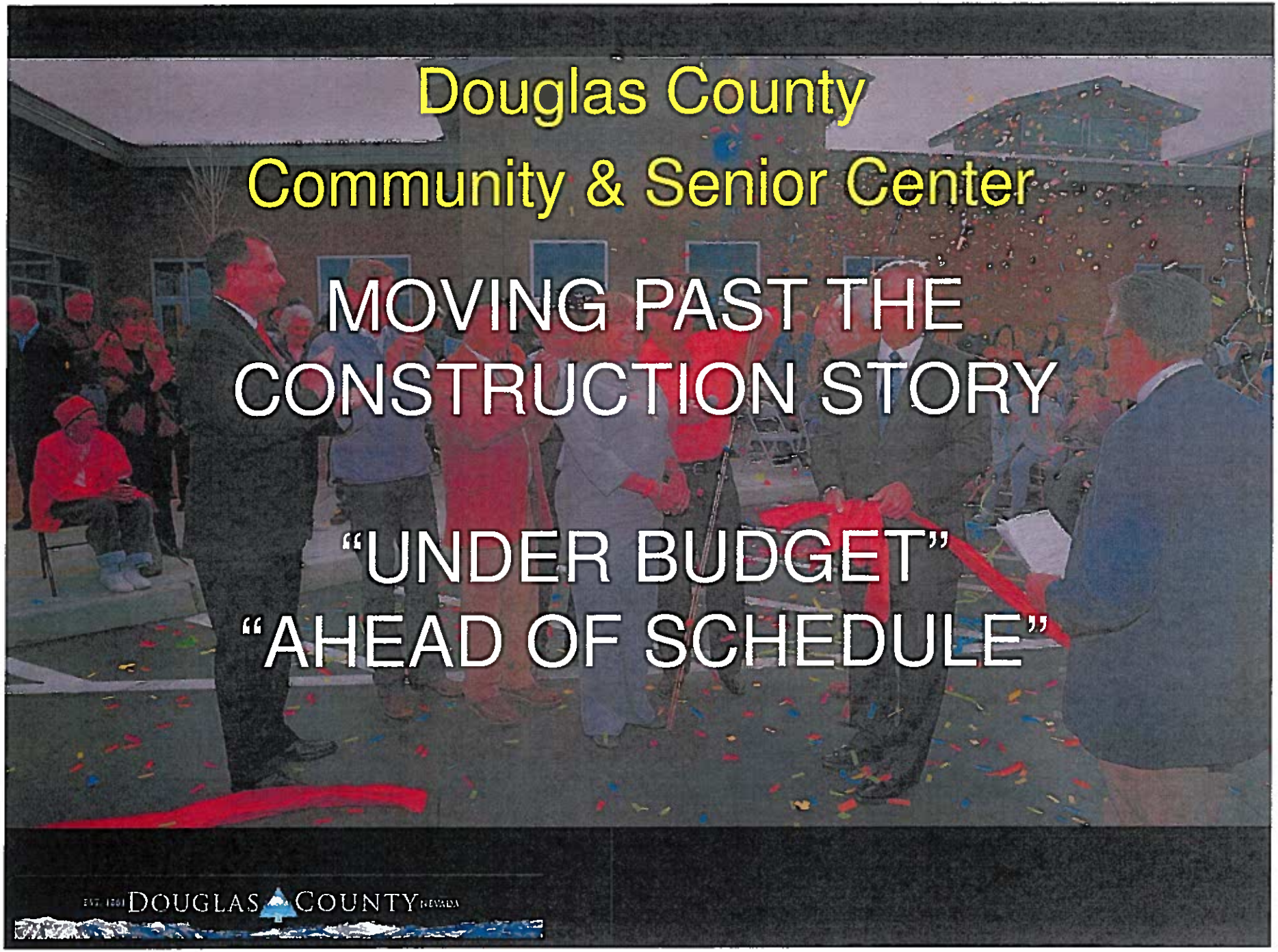


EST. 1861 DOUGLAS COUNTY NEVADA

Douglas County
Community & Senior Center

Fiscal Year 2015/2016
Review from July 1, 2015 to April 30, 2016

EST. 1861 DOUGLAS COUNTY NEVADA


Douglas County
Community & Senior Center
MOVING PAST THE
CONSTRUCTION STORY
"UNDER BUDGET"
"AHEAD OF SCHEDULE"
EST. 1861 DOUGLAS COUNTY NEVADA

THE NUMBERS

FY 15/16 Budget Gymnasium
(July 1, 2015 – April 30, 2016)

	Adopted Budget	Actual	% Used/Received
Revenue	$315,000	$301,172	96% Received
Expenses	$449,940	$296,721	66% Used

YTD Cost Recovery 102% (Budgeted Cost Recovery of 70%)

Unaudited

THE NUMBERS

FY 15/16 Budget Community Center
(July 1, 2015 – April 30, 2016)

	Adopted Budget	Actual	% Used/Received
Revenue	$101,000	$135,859	135% Received
Expenses	$520,077	$314,761	61% Used

YTD Cost Recovery 43% (Budgeted Cost Recovery of 19%)

Unaudited

EST. 1861 DOUGLAS COUNTY NEVADA

THE NUMBERS

Door Counts

- Averaging between 750 – 1000 visitors per day

EST 1861 DOUGLAS COUNTY NEVADA

THE NUMBERS

Memberships Sold

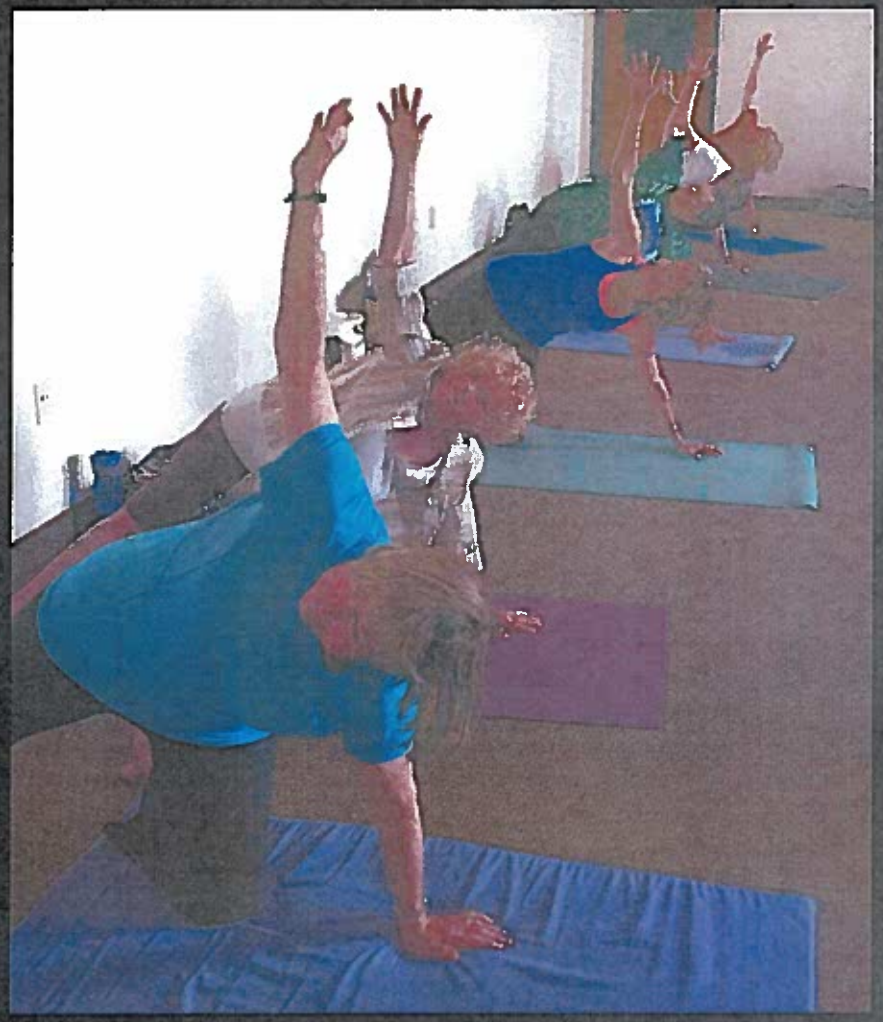
(July 1, 2015 – April 30, 2016)

1,951 total memberships

Adult	702
College	117
Disabled Vet	125
Youth Scholarship	73
Senior	614
Youth	320

Active Annual Memberships

- 1,179



EST 1861 DOUGLAS COUNTY NEVADA

THE NUMBERS

Facility Schedule

3,875 Total Individual Events / Activities including:

- Fitness Classes
- Contract Classes
- Meetings
- Card Group
- Senior Activity
- Youth Sports
- Community / Special Event
- Club Events
- Private Rental

Over a dozen instructors and businesses have offered in excess of 1800 contracted programs this FY

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Facility Enhancements for 2015 / 2016

- Additional Fitness Equipment
- Eves ,Gutters, Downspouts
- Video Surveillance System
- Outdoor Patio / Garden Improvements
- Stage and Sound System in Senior Center
- Sound System in Gymnasium
- Television Network System
- Furnish Game Room

Program Enhancements for 2015 / 2016

- Community Health Nurse relocated July 2015
- Adult Daycare starting fall 2016
- Part-Time Preschool started winter 2015
- Skate Nights
- Special Events
- Community Events

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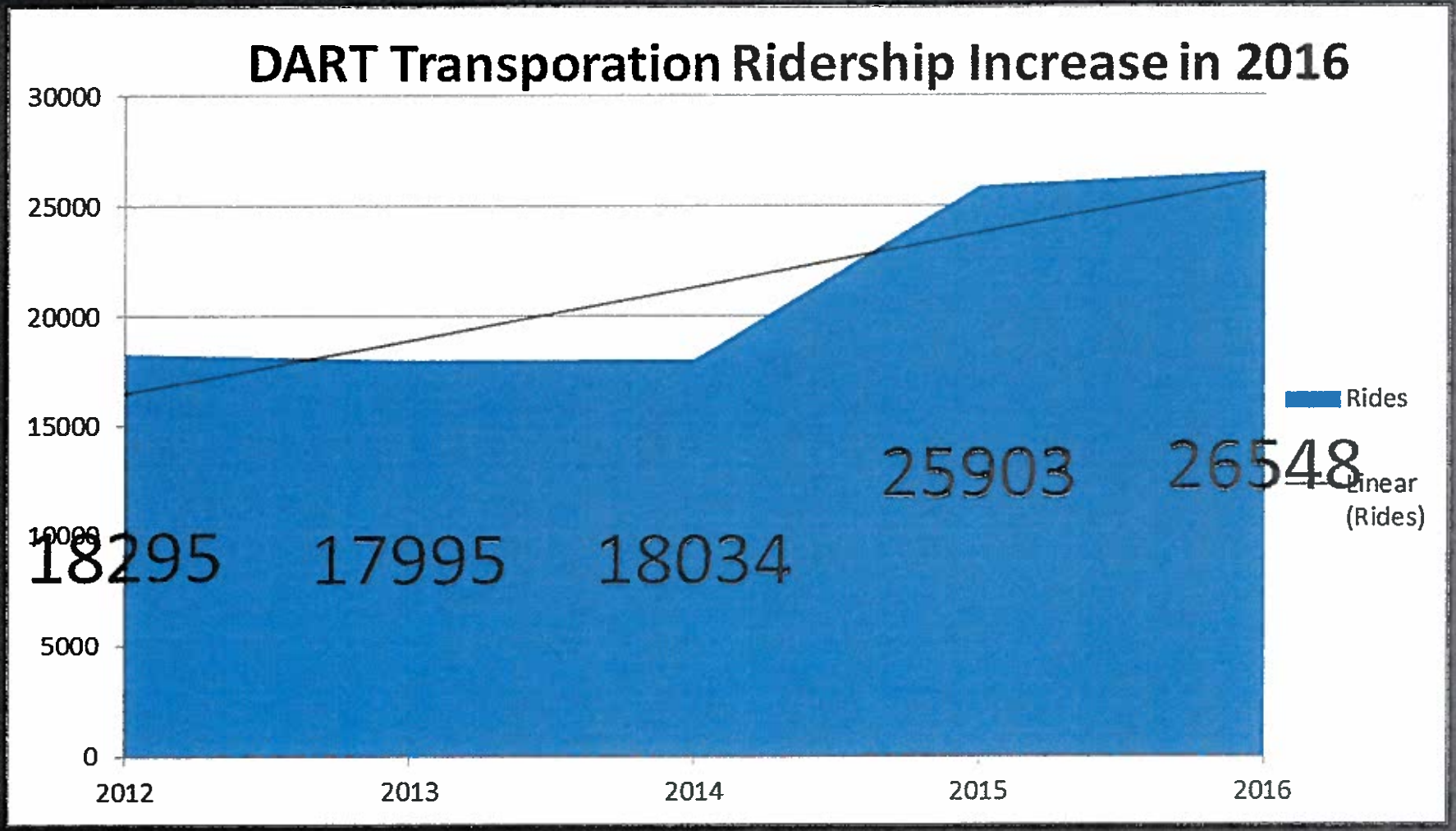
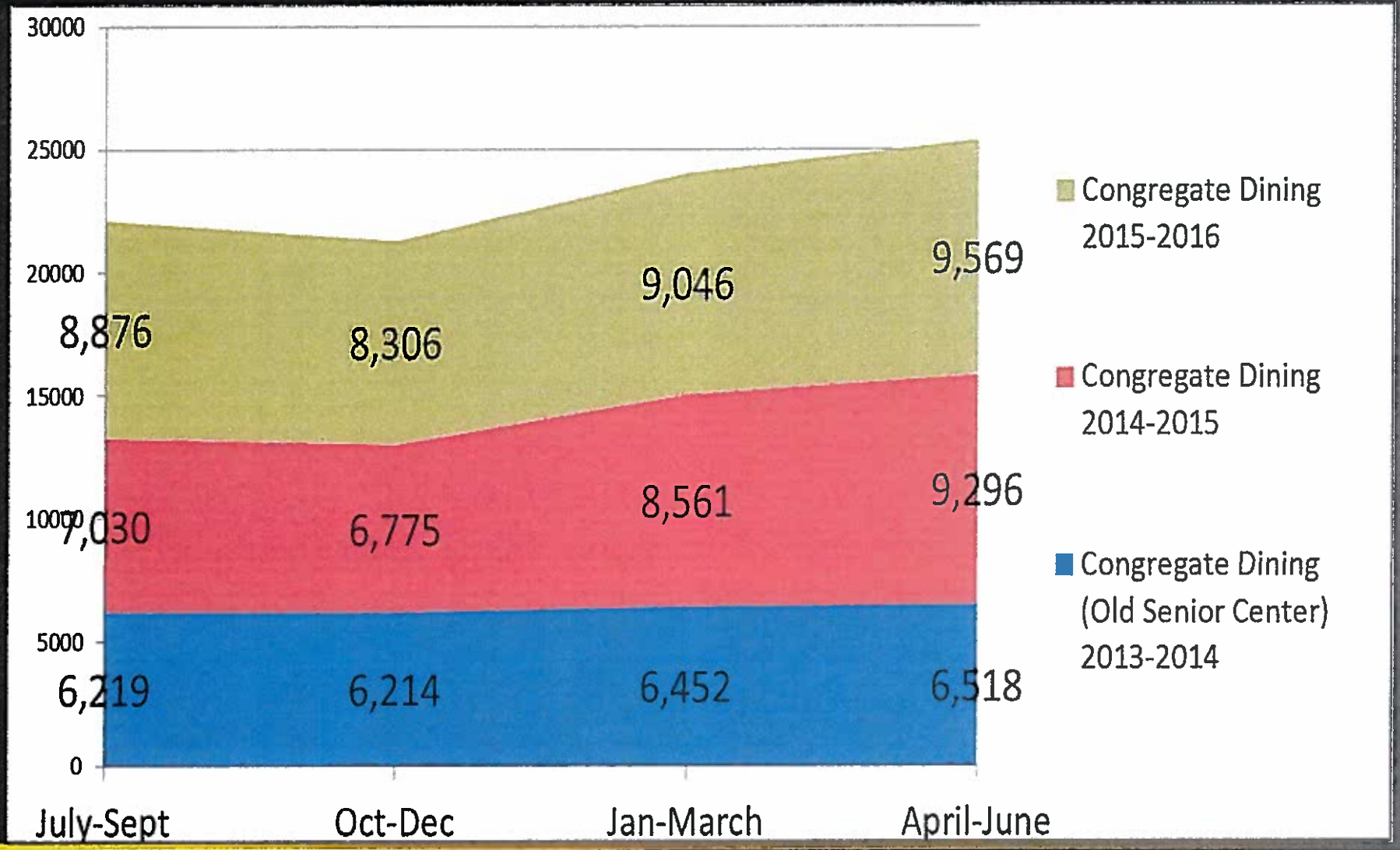
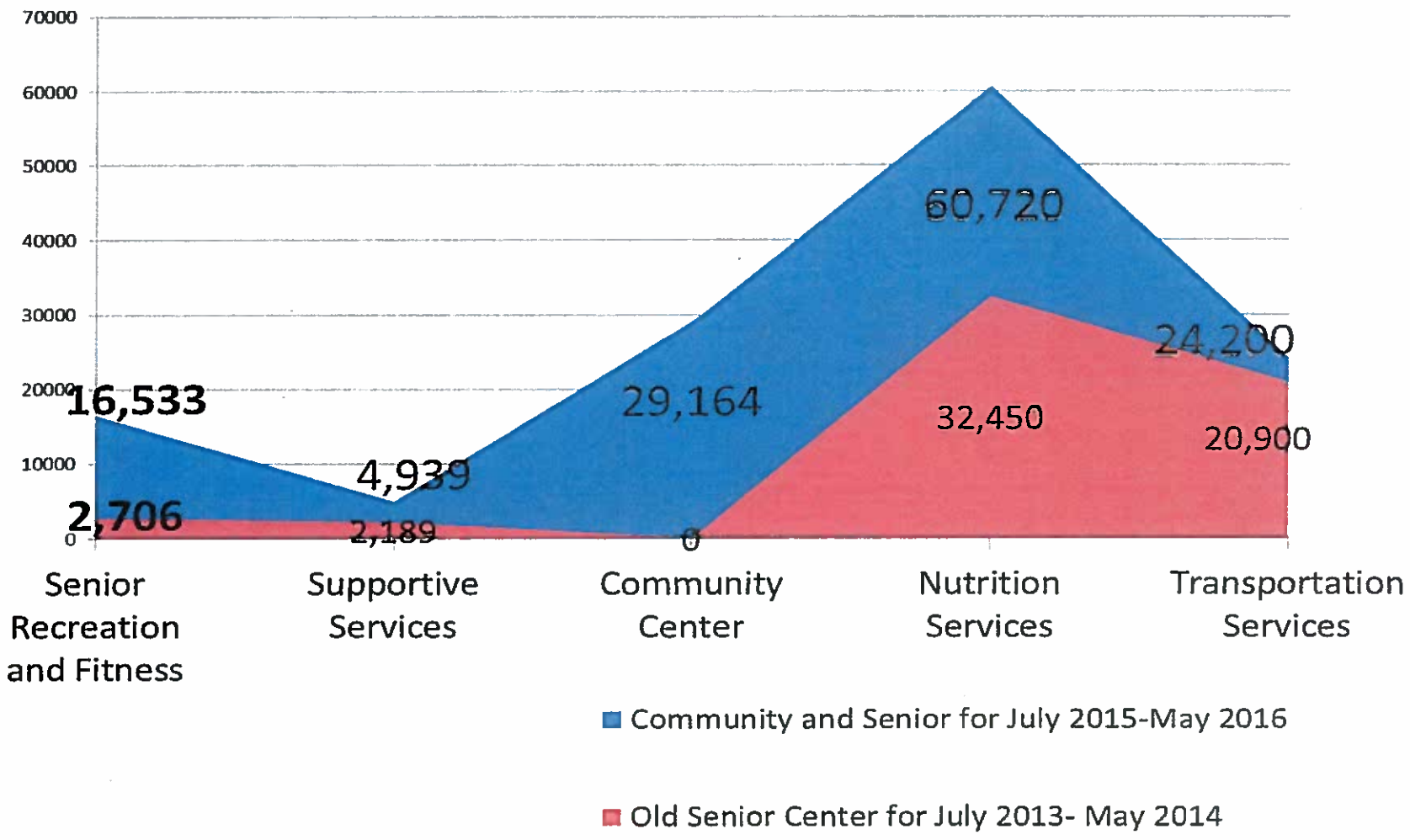
DART Transportation



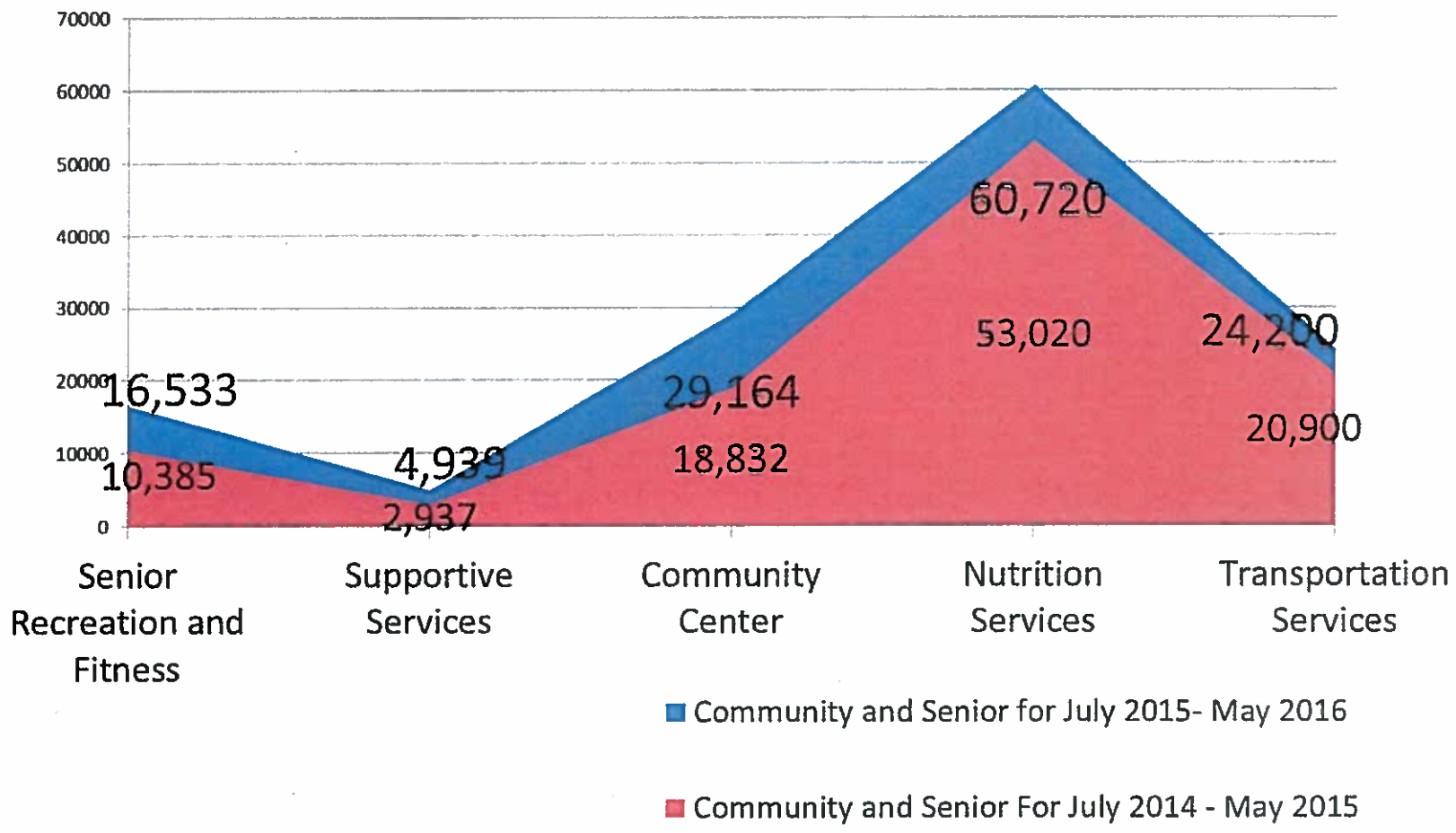
Grandview Dining Room



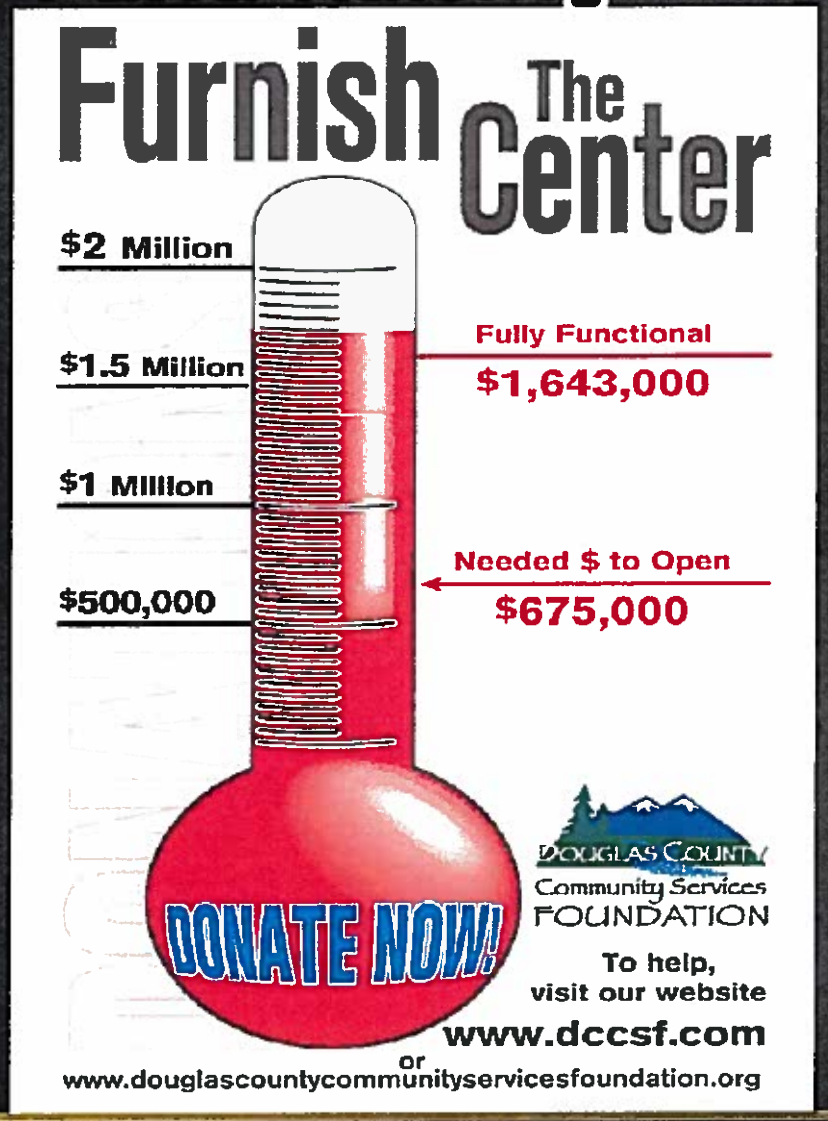
Douglas County Senior Facility Impact Comparison
July 2013 to May 2016



Douglas County Senior Facility Impact Comparison
FY 2014/2015 to FY 2015/2016



Fund Raising



Still Needed

- Rock Climbing Wall
- Fitness Equipment
- Window Coverings
- Patio Landscaping

THE STORY

- It's efficient

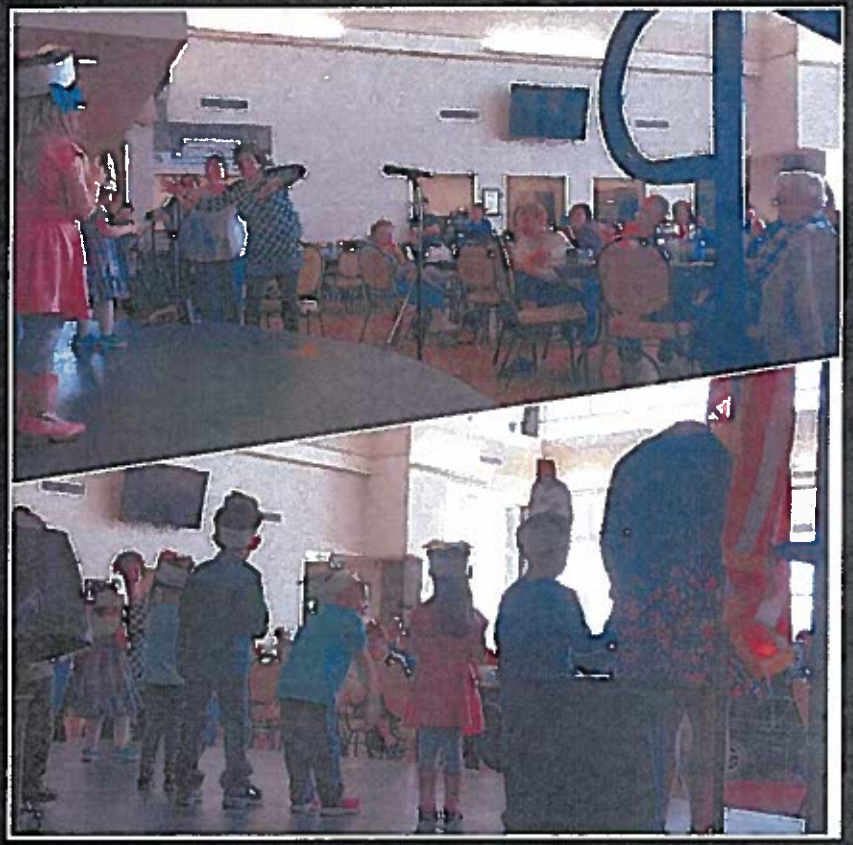
FY 15/16 Budget Gymnasium
(July 1, 2015 – April 30, 2016)

	Adopted Budget	Actual	% Used/Received
Revenue	$315,000	$301,172	96% Received
Expenses	$449,940	$296,721	66% Used

YTD Cost Recovery 102% (Budgeted Cost Recovery of 70%)

THE STORY

- it is multi generational

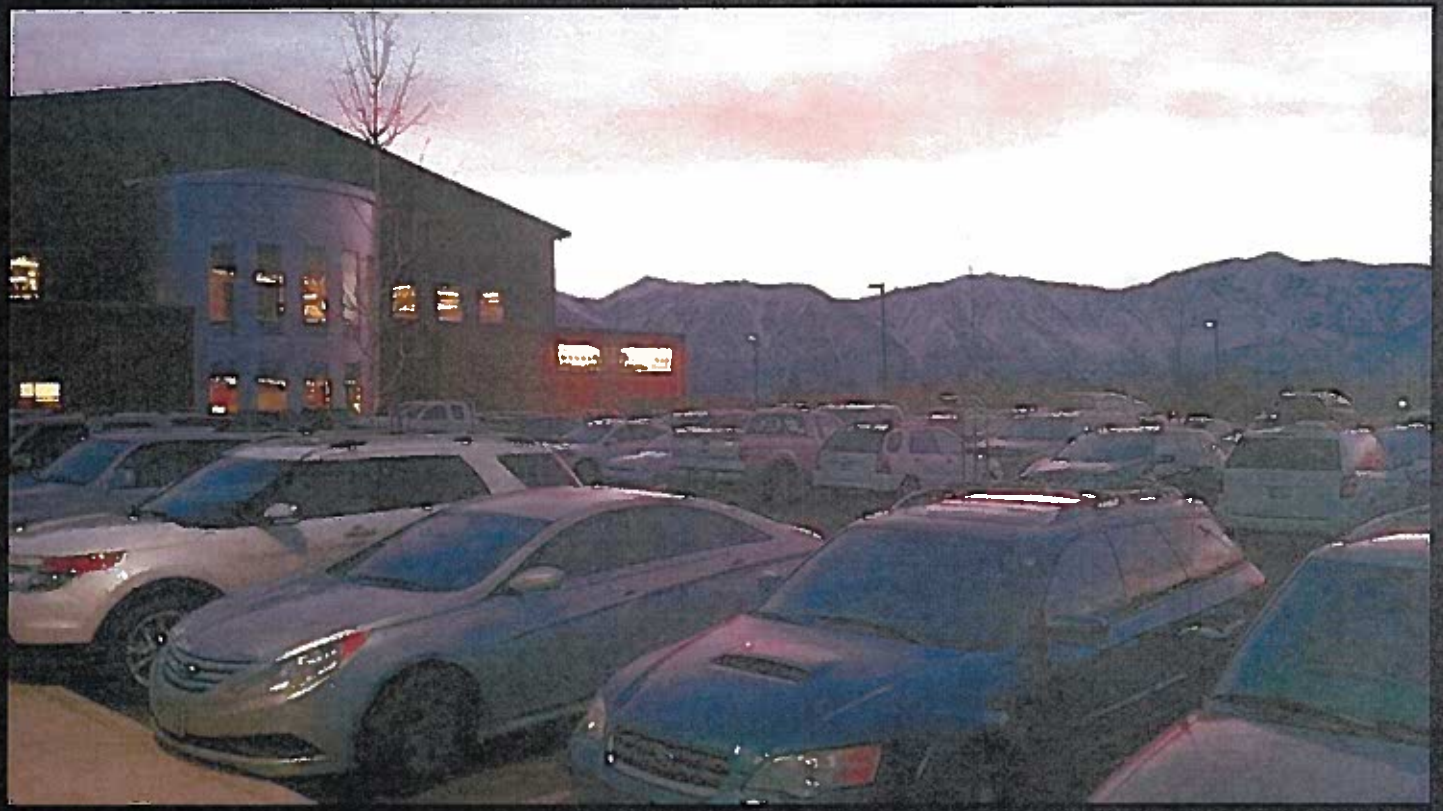


THE STORY

- It's multi functional

THE STORY

- It has great capacity



Thank You

The County Board of Commissioners

The County Manager

The Supporting Departments and Elected Officials

Park and Recreation Commission

Senior Services Advisory Council

Douglas County Community Services Foundation

Young At Heart

Incredible Kids Fund

Who made it happen

BRIAN FITZGERALD, ASST DIRECTOR COMMUNITY SERVICES

LIZ BAUMGARTNER, ADMINISTRATIVE ASSISTANT

TRAVIS LEE, MANAGER COMMUNITY SERVICES

SHERYL CHRISTIAN, RECREATION SUPERVISOR

LINDA SKAGGS, TRANSPORTATION SUPERVISOR

KAREN BECKERBAUER, MANAGER OF SOCIAL SERVICES

TAMMY MCCOMB, FOOD SERVICE SUPERVISOR

EST. 1861 DOUGLAS COUNTY NEVADA

NORTHAMPTON GATE ACCESS

PROGRAMS AND FACILITIES MANUAL

FEES AND CHARGES

DOUGLAS COUNTY PARKS & RECREATION DEPARTMENT

PROGRAMS & FACILITIES MANUAL

May 7, 2015

DOUGLAS COUNTY PARKS AND RECREATION DEPARTMENT

PROGRAMS AND FACILITIES MANUAL

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DOUGLAS COUNTY PARKS AND RECREATION DEPARTMENT

ARTICLE 1

REGULATIONS GOVERNING USE OF PARKS AND RECREATION FACILITIES, INCLUDING PARKS, RECREATION BUILDINGS, SPECIAL EVENT AREAS.

Section 101 - PURPOSE

The Parks and Recreation Department administers various facilities for use by a variety of groups, for a range of purposes. Article 1 serves to define fees and deposits, as well as procedures for use.

A number of conditions were used in establishing this Article:

(1) Youth activities need to be supported and subsidized to insure an open and inviting facility for healthy community recreation. To accommodate this commitment to youth, fees for youth activities are either very low or assessed to cover costs.

(2) Adult activities are subject to fees, as they have a greater capability to support monetarily the County program in providing the recreation service.

(3) Provision of a full range of class descriptions for fees to allow youth oriented community organizations to maximize their fundraising efforts in support of youth.

(4) All requests are subject to Parks and Recreation Department priority ranking to insure the delivery of the recreation service.

(5) To insure continued security of park facilities, deposits and insurance requirements will be required according to the schedule provided.

(6) Additional fees will be charged beyond the basic rate when the impact on budget in accommodating the recreation use is beyond normal operations, such as overtime costs.

(7) New and/or significant commercial uses or other uses creating major impacts on -park facilities will be reviewed on a case by case basis by the Parks and Recreation Commission, as a recommendation to the Director.

Section 102 - APPLICATION FOR USE AND SCHEDULING

(1) All reservations for use will require payment of the reservation fee and a full and complete deposit (Section 213) to provide incentive for appropriate use of the facility, as well as providing funds for damage and cleaning.

(2) Comprehensive General Liability insurance naming Douglas County as additional insured will be required for any event when: 1) the event is open to the public, 2) a fee is charged for the event, 3) the very nature of the event and/or the number of applicants require its application, and/or 4) as determined by the Director of Community Services or his/her authorized designee. The minimum limits for the insurance shall be as follows:

$1,000,000 for each occurrence
$1,000,000 annual aggregate

Insurance coverage must include premises and operations, and products and completed operations as a minimum. Further, if alcohol is to be sold, the insurance policy shall include Liquor Liability naming Douglas County as additional insured, with the same aforementioned requirements and minimum limits.

(3) To maximize use of facilities, the Department will require deposits to be assessed at the time of application submittal. The Refund Policy (Section 205) applies to all reservations, regardless of fees or class type.

(4) Depending on the event, the Department may require that security services be provided as a condition of application approval (Section 210).

(5) All applications for use will be made not less than ten (10) working days or not more than twelve (12) months prior to the proposed use of the facility. The Department may approve applications with less than ten (10) working days notice; however, all fees will be required to be paid at time of application submittal. It shall be the sole discretion of the Department to approve applications with less than ten (10) working days notice.

(6) No group or individual may reserve a park area or facility more than four (4) individual times per month, two (2) of which may be weekends (Friday, Saturday, Sunday). Requests for use beyond this frequency are subject to the Extended Usage Policy (Section 103).

Section 103 - EXTENDED USAGE

Extended facility usage involving multiple dates within a one (1) month period may be granted for a maximum of twelve (12) months. Because of the number of requests for limited facilities, requests for extended facility usage of ballfields, soccer fields, and Fairgrounds facilities may be subject to a meeting of all affected users before any uses are approved. Other requests for extended facility usage are subject to administrative review and approval, and Section 106 regarding the priority ranking schedule. Reservations are subject to cancellation with fourteen (14) days written notice as provided for in Section 106. When cancellation is necessary, the Department will attempt to relocate the activity. Requests for special events of national or regional significance, beyond twelve (12) months, may be made directly to the Parks and Recreation Commission.

Section 104 - HOURS OF OPERATION

Buildings, park areas, athletic facilities and special event areas are available for individual and group use during normally scheduled hours of operation. Additional Charges over Basic Rate (Section 204) will apply for use beyond normally scheduled hours of operation. Indoor private functions will have a closing time of no later than 11:00pm. Exceptions are subject to administrative approval.

Section 105 - RENTAL PERIODS

Minimum facility rental periods are established in Section 213 on a basic hourly rate. Other options available are full calendar day(s) or annual lease periods subject to the Extended Use Policy (Section 103). The time indicated on the application will reflect the actual facility use time which includes setup, tear down, and cleanup. Assessment for additional time beyond the indicated time blocks will be charged based on the hourly basic rate, or as otherwise provided. When the Department closes the facility due to weather or public safety, a full refund will be applied.

Section 106 - PRIORITY OF USE

The use of Douglas County facilities is based on a priority ranking.

Groups ranked at a low priority may be subject to rescheduling for Parks and Recreation Department activities with fourteen (14) days written notice. In that event, the County will attempt to relocate the group to another County facility, or issue them a full refund.

Group facility rankings shall be as follows:

(1) Douglas County Community Services Department sponsored activities.

(2) Student groups sponsored by the Douglas County School District.

(3) Youth, family, adult, or senior community recreation activities open to the public, sponsored or conducted by recognized community organizations.

(4) Douglas County governmental agency meetings open to the public.

(5) Douglas County groups or individuals conducting activities which are restricted to its members, or are closed to the public.

(6) Groups conducting religious, sectarian, or political meetings.

(7) Commercial use for financial gain.

(8) Out of County groups or organizations.

Section 107 - DAMAGE TO COUNTY PROPERTY

Individuals or groups causing damage or excessive wear and tear to any building, grounds, fixtures, furniture, or park facility shall be required to reimburse the County for all costs involved to clean, repair, restore or replace the affected area to its original condition prior to the reservation use.

If the damage is extensive, the application and damage report will be reviewed by the Parks and Recreation Department to determine if the applicant will be allowed usage again at a Douglas County Park facility.

Section 108 - USES REQUIRING PERMITS

Designated areas within the Parks and Recreation System may be reserved by individuals and groups. Reservable areas include athletic facilities, group use areas, picnic areas, and buildings. All applications must be signed by an adult who shall agree to be responsible for the use of the reserved area, and regulations as contained in this Article and Title 13 of the County Code. Some applications may be required to comply with the conditions of the Outdoor Festival License (Douglas County Code § 5.12) or the State Live Entertainment Tax. No use permit shall be granted if, at the time of the application, there is a conflict with a prior reservation or a Department sponsored event taking place at the same time and place.

Any group consisting of more than twenty-five (25) persons must acquire a permit to use any Park area or facility, as provided in Title 13 of the County Code. Any commercial or personal use for financial gain must also acquire a permit to use any Park area or facility. Groups of fewer than twenty-five (25) may use any designated reservable or non-reservable area of any park area on a first-come, first-served basis; however, these groups must vacate any reservable area at the time a permit group arrives with a valid permit for use of the park area or facility.

Temporary Storage of equipment/supplies/material may be allowed for the activity/use/event/season, depending on space available at the reserved facility, as part of the approved permit. No hazardous materials, explosives, illegal substances or equipment/supplies/material not related to the activity/use/event will be allowed to be stored for

any reason or length of time. Any equipment/supplies/material stored must be removed at the conclusion of the permitted activity/use/event/season. The Department will not be responsible for any stored equipment/supplies/material that is lost, stolen or damaged.

Section 109 - SMOKING

Smoking is prohibited in all County buildings except where specifically authorized.

Section 110 - SALE OF ALCOHOL IN PARK AREAS, FACILITIES, AND BUILDINGS

The sale of alcohol is prohibited in all County buildings and facilities unless an applicant making the request has obtained: 1) a Sheriff's liquor license permit, 2) a Park & Recreation Department Alcohol Sale Permit and may require an outdoor festival permit. Sale of Alcohol will require insurance coverage in conformance with Sections 102.2. and 102.3.

Section 111 - EXCLUSION OF PUBLIC

In the event of an emergency or by determination that in the public interest it requires that any park, or portion thereof, may be closed to the public, the Parks and Recreation Department may exclude persons from the park area, as provided in Title 13 of the County Code.

ARTICLE 2

PARKS AND FACILITIES FEES AND DEPOSITS

Section 201 - PURPOSE

Fees and charges may be levied to offset, cover and subsidize expenses incurred by the County in providing the recreation service.

Section 202 - FEES

Fees and deposits shall be established by the Parks and Recreation Director, as provided in Title 13.04.110 of the County Code, reading in part:

> "Fees and Charges required shall be as established by the director."

The Parks and Recreation Commission may review and recommend fees as set by the Parks and Recreation Department. The Board of County Commissioners has authority to revise or amend fees set by the Department.

Section 203 - CLASSIFICATION OF FACILITY USES AND CHARGES

CLASS I: 0% of Basic Rate

a) Non-profit County Youth and Senior groups when the activity is open to the public for activities and meetings for recreational purposes.

b) Non-recreation groups or community organizations providing adult or youth recreation activities which are free and open to the public

c) All governmental meetings and fundraising activities sponsored by government agencies, where such a reciprocal agreement exists.

> Interpretation: Includes all County youth and senior groups or agencies serving youth or seniors, who are non-profit, tax exempt or not-for-profit, and whose primary purpose is to provide recreation for Douglas County youth or seniors. The majority of participants must be Douglas County residents. Any fees charged of a participant in the activity must be used entirely for the support of the activity. Also includes governmental meetings and fundraising activities related to their operations. Does not include individual youth and senior team meetings, or team and organization parties.

CLASS II: 50% of Basic Rate

a) Recreational fundraising activities for local, community youth-serving or senior-serving groups and non-recreational groups when all funds raised support County recreation/community activities.

b) Events and other functions which are supported by the local Visitors Authority.

c) Family use for the purposes of bereavement, not open to the general public.

> Interpretation: Pertains primarily to fundraising activities by County community organizations and youth or senior serving agencies in support of recreation/community activities. Normally associated with fundraising activities whose purpose is to generate funds to support youth, senior or community activities.

CLASS III: 100% of Basic Rate

a) Groups (i.e., religious, political, or union) conducting meetings.

b) Private parties, individual use, family use, not open to the general public.

c) Open and closed dances and fundraising events when the funds raised are not used to support a community or local recreation activity.

> Interpretation: Usually associated with private functions not open to the public, including private parties, individual use, and family use. Includes community organizations, where the event will not generate funds for the organization, or will not be open to the public.

CLASS IV: Full Basic Rate plus a negotiated percentage of gross receipts, or flat rate based on a negotiated fee.

a) Commercial or personal use for financial gain.

> Interpretation: Any new and/or significant activity whose purpose is commercial use and/or is a major impact to a facility. Requests may need to go before the Parks and Recreation Commission for final approval. Associated primarily with profit making organizations, companies, and enterprises.

Section 204 - ADDITIONAL CHARGES OVER BASIC RATE

Additional charges will be levied over basic rate under the following conditions:

a) When a facility is not normally open and staff is required to be on duty or to perform a service.

b) When staff is needed for setup, breakdown, cleanup, field preparation or other maintenance duties when required during other than normal operating hours.

c) When staff are required for facility control, including: security, operation of lights, traffic control, etc.

d) When extraordinary use requires field renovation or facility repair as a result of the activity.

e) When facility damage is incurred, including all material costs, supplies and labor.

The determination of requirements for additional personnel and associated charges shall be made by the Director.

Section 205 - REFUND POLICY

The following refund policy will be in effect regarding all park and recreation facilities available for reservation:

(1) A group may cancel their reservation thirty (30) calendar days prior to the reservation, with a full refund, less a $10.00 administrative fee.

(2) A cancellation fee based upon 50% of all fees or 100% of deposit, whichever is less, will be assessed if cancellation is made between 29 days and 10 days prior to the date of reservation.

(3) In the event the permittee fails to appear for the scheduled use or cancels with less than 10 days notice, no refunds of fees will be given.

Section 206 - REFUNDABLE DEPOSITS

A deposit to ensure appropriate use of facilities, cleaning and repair shall be established by the Parks and Recreation Department. When alcohol is to be consumed during facility use, the deposit amount will be doubled.

Deposits shall be returned to the permittee, pending an inspection of the reserved facility, subject to any and all claims for cleaning and/or repair and any cancellation administrative fee.

Section 207 - PAYMENT OF DEPOSITS AND FEES

A processing fee of 2.5% may be applied at the time of application submission.

A total complete deposit, as indicated by the fees and deposit schedule, shall be paid in full 10 days after application approval and the permit is granted.

All the usage fees shall be paid by the applicant not later than ten (10) working days prior to the reserved date. If the fees are not paid prior to the ten (10) working day limitation, the permit issued shall be null and void, and appropriate cancellation fees may be assessed. Fees for special equipment and/or personnel unknown at the time of the application will be billed after the reservation is completed, when computation can be accomplished.

Section 208 - SETUP

Setup, breakdown, and basic cleanup will be the responsibility of the group utilizing the facility. When County staff are required for specialized setup, finalized instructions must be submitted seventy-two (72) hours prior to the event. Changes after the final setup shall be the responsibility of the user to perform.

Section 209 - DECORATIONS

When decorations are to be used, prior approval must be obtained by the user from the Parks and Recreation Department. Decorations which require nails, eyebolts, or staples may not be used. Decorations must be taken down after the event or cleanup time required by Department staff will be assessed against the deposit.

Section 210 - SECURITY

To ensure proper use and control of facilities and equipment, security may be required under the following circumstances:

(1) If an event makes a major impact on a facility.

(2) When alcohol is being served or sold.

(3) When additional precautions are deemed necessary due to the nature of the event.

When security is required, private security personnel may be arranged by the department. The applicant is responsible for all fees for security services. If county personnel are utilized for security purposes, fees will be based on the hourly salary of a Park Ranger at time and a half plus benefits (currently $45.00 per hour). Sheriff's Department approval may be required prior to application approval.

Section 211 - LIABILITY INSURANCE

A Certificate/Certificates of Insurance, naming Douglas County as an Additional Insured, must be submitted 10 days prior to the date of reservation, when required by the Department.

Section 212 - DONATIONS IN LIEU OF FEES

For all facilities the Department will consider Donations in Lieu of Fees to Douglas County and the Douglas County Community Services Foundation. Donations will be reviewed on a case by case basis, with specific proposals accepted or rejected at the sole discretion of the Department. Acceptable donations will remain in effect for a period of up to one (1) calendar year from the date of the donation, or when the donation is 100% expended against the usage fee, whichever comes first, when the donation is to be applied in lieu of a fee.

Donations must be made in advance of application for use. Donations will be accepted as outlined throughout the Gift Catalog Program.

Section 213 - FEES AND DEPOSIT SCHEDULE

ALL PARK FACILITIES		
LOCATION	FEE / CHARGE BY EVENT AND FACILITY	DEPOSIT
Tournament Fees		
Field Use {1} Mon - Fri Sat / Sun / Holiday	$25/day/field $50/day/field	
Chalk	$8 / bag	
Lights (when available) {2}	$50 / field / night	
Tournament Deposit		$200
Total Minimum Tournament Fee* *Kahle & Zephyr Cove Parks Only	$250/ day / field	$300
Field Use Fees		
Individual Use {3} – Fields	$5 / hour / field	
Private Leagues	$5 / hour / field	$100
Infield Preparation* *Based on Staff Availability	$75/ preparation	
Lights (when available) {3}	$25 / hour / field	
Event	$400/ Day	$200

{1} County will provide mat drag, rakes, hoses, template, chalker and bases. Facility user may bring in own equipment for field preparation. However, no cars or trucks are allowed. Outside small equipment such as a quad or golf cart are permitted with a licensed driver minimum age of 18. Failure to comply with regulations will lead to loss of deposit.
{2} Not included in minimum tournament fee & entire facility rentals
{3} Includes a team game or practice

Banners / Advertising		
Adult Softball Fields Outfield Fences Only {4}	$300 / Field / Season	

{4} Banner Design to be approved by Department. Department is not responsible for loss of or vandalism to banner. Banner owner is responsible for banner storage and banner maintenance/replacement needed due to damage, theft or loss.

Tennis Court Rentals		
Individual Use	$2 / hour / ct	
Tournaments/ Club Events	$30 / court / day	$50
Commercial Use Permit / Lessons {5}	$50 / Month or $300 / Year	

{5} Allows permit holder use of courts during non-peak times on a first-come, first-served basis. Permit holders must follow posted tennis court use guidelines.
Tennis instructors must be certified by a recognized association (i.e. USTA) with appropriate insurance coverage.

Other Facilities / Uses		
Picnic Tables	Limit 4 tables $0 / Table / Use	
Commercial Balloon Launch	$15 / Launch or $90 / Month or $500 / Year	$50 $90 $200
Alcohol Permit for Sale {6}	$50 / Event	
Application Fee {6} (Non refundable)	$5.00	
Key Deposit {6}		$50
Transportation Request Processing {6}	$20 / Bus or Van	
Parking Fee	$2 - $5 per vehicle by event for Class IV use	

{6} Unless a reciprocal agreement exists to justify no charge, these fees are not waivable, and are separate from any other fee or class imposed. Additional permits may be required by the Sheriff's Office.

TOPAZ RANCH ESTATES				
LOCATION	BASE FEE	FEE 2 HR MIN		DEPOSIT
Recreation Building	$30/hour	$60		$100
Annual Permit {7}	$100/year (1 use/mo) $200/year (2 or more uses/mo)			

{7} Annual Permit - Limited to community, non-profit organizations; excluding religious, union, and political organizations.

CARSON VALLEY SENIOR CENTER				
LOCATION	BASE FEE	FEE 2 HR MIN		DEPOSIT
Multi-Purpose Room	$25/hour	$50		$100

ZEPHYR COVE PARK				
LOCATION	BASE FEE	FEE 2 HR MIN		DEPOSIT
Group Picnic Area (GPA) (BBQ's, sand volleyball, and horseshoes)				
	$25/hour	$50		$100
Pavilion A or B				
	$20/hour	$40		$100
Pavilion A and B				
	$35/hour	$70		$100
Combination Pavilions/GPA				
	$400/day			$200
Entire Facility (excludes tennis courts)	$1,000/day			$1,000

LAMPE PARK				
Group Pavilion				
	$35/hour	$70		$100
Group Picnic Area #1 (Pavilion, sand volleyball, and horseshoes)				
	$50/hour	$100		$200
Group Picnic Area #2 (Sand volleyball, (3) picnic tables, BBQ's)				
	$25/hour	$50		$100
Entire Facility	$1,000/day			$1,000

KAHLE PARK				
Group Pavilion				
	$40/hour	$80		$100
Entire Facility	$1,000/day			$1,000

RANCHOS ASPEN				
Group Pavilion				
	$25/hour	$50		$100
Entire Facility	$1,000/day			$1,000

JOHNSON LANE				
Group Pavilion				
	$25/hour	$50		$100
Entire Facility	$1,000/day			$1,000

SKATE FACILITY				
Option 1	$100/hour	$200	$800	$500
Option 2	20% of gate			

STODICK PARK				
Group Pavilion				
	$25/hour	$50		$100
Entire Facility	$1,000/day			$1,000

HERBIG PARK		
Event Area*	$400/day	$500

*Does not include Skate Facility.

FAIRGROUNDS		
LOCATION # Participants	BASE FEE	DEPOSIT
Main Arena & Concession {8}		
Primary Users ($300 annual fee pays for access to both Main & North Arenas.)	$300 annual fee and $25 per use day (weekday) or $50 per use day (weekend/holiday)	$100
All Other Uses	$150 per day	$200
Lights No lights available for North arena Fee is not waivable for Primary Users	$25 per night	

North Arena {8}		
Primary Users	$15 per use	
All Other Uses	$100 per day	$200

{8} Fee includes 1 free arena prep and water down before event daily. For weekend use, fee includes 2 free arena preps.

Horse Stalls Fee is not waivable	$15/head/day	
Pole Barn	$50 per day	$100
Pavilion	$400 per day	$200
- Youth / Senior Team & Organization Parties Fee is not waivable	$70 per day	$200
Event maintenance*	$15/hour	
Utility Surcharge – Pavilion use only Fee is not waivable	$30/day of use	
Camping	$5 per day per unit	

*For additional maintenance beyond normally scheduled work hours of staff assigned to the facility.

Miscellaneous		
Tractor	$50 per hour metered	
Water truck	$50 per hour metered	
The Department reserves the right to charge for parking		
Entire Facility*	$500 per day	$500

*Excluding stalls, event maintenance and miscellaneous services. Facility deposit may be doubled per Section 206 regarding the consumption of alcohol.

MODEL AIRPLANE COMPLEX		
Entire Complex	$2 per car $25 per hour $200 per day	$100

SHOOTING RANGE		
Entrance Fee Annual Pass	$2 per car $50 per car	

TOPAZ LAKE PARK			
DESCRIPTION	FEE/CHARGE BY UNIT OR VEHICLE/NIGHT		
CAMPING FEES			
RV hook-ups (reservable)	$35		
Dry Camping (reservable)	$25		
- 2nd Dependent Vehicle*	$10		
Primitive Camping	$15		
Boat launch (one time fee per stay for campers)	$10		
Reservation fee	$5		
Collection fee**	$20		
SEASON PASS			
Annual pass - Disabled Veteran	$0		
Senior pass (60 years & over) - D.C. resident	$25		
Annual pass - D.C. resident	$70		
Annual pass - non-D.C. resident	$100		
DAY USE FEES			
Day use	$5		
-Large Groups & Functions	$5/vehicle + $3/person		
Boat launch	$10		
DEPOSITS			
Group Camp Area Deposit***	$200		
STORAGE FEES	Monthly	6 month	Annual
Per Unit	$29	$145	$261

*2nd vehicle must be associated with a paid, reserved site. Only one 2nd vehicle per reservable site. 2nd vehicle rate is not eligible for those staying in Primitive Camping area.

**Charged when camper fails to pay camping fees at gate or at honor box and Ranger is required to visit camper at campsite in order to collect camping fees.

***Due at time of reservation for group camp area. Reservation and deposit will be forfeited after first night of no call / no show. Dry Camping rates apply to each vehicle staying at Group Camp Area.

Season Passes - Must have two (2) valid forms of identification as a Douglas County resident. Disabled Veteran must present a Veterans Medical Card with picture, indicating a service related disability. Includes unlimited boat launch and day use of facilities.

Restricted to non-holiday weekends. Following holiday weekends excluded for season pass holders: Memorial Day, Fourth of July, and Labor Day.

Camp Host – In the event a Camp Host Program is implemented, the Camp Host shall camp for free.

Reservations must be paid in full at the time the reservation is made and the fees are not refundable.

KAHLE COMMUNITY CENTER {9}				
LOCATION		BASE FEE	FEE	DEPOSIT
		1 HR MIN	8>HRS	
Freel Room				
136 sq ft	$15/hour	$15	$120	$200
Angora Room				
463 sq ft	$20/hour	$20	$160	$200
Rubicon Room				
835 sq ft	$ 25/hour	$25	$200	$200
Angora and Rubicon				
	$35/hour	$35	$280	$200
Pyramid Room				
835 sq ft	$25/hour	$25	$200	$200
Tallac Room				
1060 sq ft	$40/hour	$40	$320	$200
LOCATION	**BASE**	**FEE 2 HR MIN**	**FEE 8>HRS**	**DEPOSIT**
GYMNASIUM				
½ Court	$100/hour	$200	$500	$100
Entire Gym	$200/hour	$400	$750	$300
Tournament Fee	$400/day			$200
Entire Phase II				
	$300/hour	$600	$1000	$1000
Entire Facility				
	$400/hour	$800	$1500	$1000

{9} Subject to staff and setup charges.

DOUGLAS COUNTY COMMUNITY & SENIOR CENTER {10}				
LOCATION		BASE FEE	FEE	DEPOSIT
		1 HR MIN	8>HRS	
C.V. Medical Center Room				
565 sq ft	$20/hour	$20	$160	$200
North Activity Room				
1210 sq ft	$25/hour	$25	$200	$200
South Activity Room				
1164 sq ft	$ 25/hour	$25	$200	$200
Music Room Preschool Overflow				
384 sq ft	$20/hour	$20	$160	$200
Ranch View Room				
1788 sq ft	$40/hour	$40	$320	$200
Kitchen				
360 sq ft	$20/hour	$20	$160	$200
Dirty Craft Room				
272 sq ft	$15/hour	$15	$120	$200
Dirtier Craft Room				
710 sq ft	$20/hour	$20	$160	$200
Sr Center Conference Rm				
244 sq ft	$15/hour	$15	$120	$200
Re/Max Grand View Dining Room 5287 sq ft				
Weeknight M - Th	$800/day			$1000
Weeknight Friday	$1500/day			$1000
Weekend Day Sat - Sun/Holiday	$3500/day			$2000

LOCATION		FEE		
Racquetball Court Reservation Fee				
Member		$6		
Non-Member		$6 + Walk In		

{10} Subject to staff and setup charges.

LOCATION	BASE FEE	FEE 2 HR MIN	FEE 8>HRS	DEPOSIT
GYMNASIUM				
½ Court	$100/hour	$200	$500	$100
Single Court Gym	$200/hour	$400	$750	$200
Double Court Gym	$300/hour	$600	$1000	$300
Tournament Fee	$800/day			$200
Entire Gymnasium				
	$600/hour	$1200	$3000	$2000
Entire Gym & Activity Room				
	$700/hour	$1400	$4000	$2000

{10} Subject to staff and setup charges.

DCCSC & KCC PASS RATES**					
CATEGORY	AGE	DAILY WALK IN	30 DAY PASS	90 DAY PASS	ANNUAL PASS
Event Spectator	All Ages	Established By Event			
Child *	7th grade & under	$0	$0	$0	$0
Youth	8th – 12th grade	$5	$19	$35	$79
College Student (w/ valid student ID)	18 – 24 yrs	$5	$35	$75	$189
Adult	18 yrs & over	$7	$45	$99	$219
Senior	60 yrs & over	$5	$35	$75	$189
Disabled Veteran ***		$0	$0	$0	$0

* When with a paid adult

** Young at Heart and Tahoe Douglas Senior Members are eligible for a $10 discount off Annual Pass rate

*** Must present Veterans Medical Card with picture, indicating service related disability

These rates are subject to change based upon demand and changing market conditions. Hours of operation may change per season and as needed for scheduled facility closures for maintenance.

All children 7th grade & under are free of charge, however this does not include program registrations for kids club, drop-in classes, dance & exercise programs, contracted classes, sport leagues and other programmed activities in the facility.

Paid Daily Walk-In guests and Pass holders are entitled to use of the gymnasium, weight room, jogging track and gym restrooms. Some age limitations may apply for access to weight equipment and jogging track. Use of the gym, weight room and jogging track is only available during normal hours of operation and when the

designated areas are not being utilized for scheduled Department programs or reserved activities and events.

Daily Walk-In fees and Pass fees do not include program registrations for drop-in classes, dance & exercise programs, contracted classes, sport leagues and other programmed activities in the facility.

An Annual Pass may be paid in full or by an Installment Plan. With the Installment Plan, the first quarter installment is paid at the facility when the pass is purchased, with the remaining balance automatically billed to a valid credit card thru a payment schedule for the next consecutive 3 months. A $1.50 charge will be added to each installment for annual pass holders utilizing the Installment Plan.

Pass Cancellation and Refund Procedure

Daily Walk-In fees, 30 Day Pass fees and 90 Day Pass fees are not eligible for a refund.

Annual Pass fees paid in full at time of registration are eligible for a refund under circumstances involving severe medical conditions, customer satisfaction concerns or relocation out of the area. The Department will review the date of request and the date of purchase in evaluating the refund request. The customer may or may not be eligible for a refund depending upon the time of request in relation to the number of months passed within the effective dates of the year purchased. The Department will calculate what the customer would have paid at the 30 Day Pass rate for each 30 day period used and refund the difference between that amount and the amount paid for the Annual Pass. Additionally, the $5.00 refund processing fee will be applied. The Department will not refund or modify beginning or ending pass effective dates due to participant's lack of use or inability to use due to personal injury or other reason.

Annual Pass fees paid through the Installment Plan are eligible for a refund under circumstances involving severe medical conditions, customer satisfaction concerns or relocation out of the area. The Department will review the date of request and the date of purchase in evaluating the refund request. The Department will calculate what the customer would have paid at the 30 Day Pass rate for each 30 day period used and will charge through a revised payment schedule the difference between that amount and the amount paid to date. Additionally, the customer will be charged $10.00 for processing fees associated with removing the customer from the Installment Plan. The Department will not refund or modify beginning or ending pass effective dates due to participant's lack of use or inability to use due to personal injury or other reason.

Payment Schedule / Installment Plan Declined Transaction Procedures

Annual Pass fees paid through a Payment Schedule that come back with a notice of 'credit card declined' will be handled using the following procedures:

- Customer will be contacted with information on file and asked for a new, current credit card account number
- A revised Payment Schedule will be created to capture the balance due

- An additional processing fee of $25 will be added to the revised Payment Schedule and will be billed within 10 business days of notification
- If unable to contact customer, pass status will be frozen and a letter or email will be sent to the customer stating fees due
- Fees due are payable by a predetermined due date
- If unable to resolve, customer account will be flagged in computer system noting amount due and that they are not eligible for future purchases until balance due is paid in full.
- Account Closed customer accounts will be flagged as noted above and if unable to collect, the Department will write off the debt as uncollectable revenue within the appropriate fiscal year

Miscellaneous Charges

Replacement Identification Card	$10.00

All pass holders are required to carry the Douglas County Parks & Recreation Department Pass Holder Photo Membership Card as the facility operates on a bar code system. There is no charge for the first card provided to pass holders. However, the $10.00 fee may be applied when replacing lost cards during the term of a pass.

Facility Use Guidelines

Rules of use will be developed in accordance with Title 13 of the Douglas County Code and will be posted at the facility.

There will be a general rule of the facility that states, "Proper behavior and attire is required. Respect must be shown for facility and staff at all times. Failure to follow posted rules or any abuse or vandalism of facility property will result in suspension of facility privileges."

Personal Trainers

Personal Trainers who desire to conduct personal training services for third party clients at the Douglas County Community and Senior Center or at Kahle Community Center are eligible to do so only during normal business hours, and must:

- Sign Personal Trainer Release, Indemnification & Hold Harmless Agreement
- Provide a Certificate of Insurance & Additional Insured Endorsement
- Provide a copy of Personal Trainer Certification from National Accredited Agency
- Provide a copy of AED, CPR & First Aid Certification
- Pay $100 a month

ARTICLE 3

FEES FOR RECREATION PROGRAMS OFFERED AND SUPPORTED BY DOUGLAS COUNTY PARKS AND RECREATION DEPARTMENT

Section 301 - PURPOSE

Fees and charges may be levied to offset, cover and subsidize expenses incurred by the County in providing the recreation service.

Section 302 - PROGRAMS: ADULT ACTIVITIES, TRIPS, LEAGUES, AND TOURNAMENT FEES

Any adult program or activity sponsored or administered by the Department shall be charged a fee sufficient to cover the cost, including, but not limited to : Instructor, facility, utilities, awards, administration, leadership, equipment, supplies, insurance, and transportation.

Section 303 - PROGRAMS: YOUTH ACTIVITIES, TRIPS, LEAGUES, AND TOURNAMENT FEES

Youth programs sponsored by the Department shall be offered at a reduced or subsidized fee to help defray the cost of operation and to promote maximum participation by youths in the Douglas County area. Fees shall be based on the cost to operate the program and set so as to encourage youth participation. The Department may determine that a youth program may be offered at no cost to participants.

Section 304 - RESTRICTION ON PROGRAM SIZES

The Department may set minimum and maximum numbers on any given recreation program for planning and financial purposes. The Department may cancel any program due to a lack of participation or bad weather conditions. In these cases, full refunds will be issued to those attempting to participate in the activity (Section 309). Any registrations received by mail after a program has been filled, will be given a full refund, or an opportunity to sign-up for another activity.

Section 305 - PROGRAM REGISTRATION

(a) No registration will be taken without payment. *
* Exception is allowed for team fees in Adult Sport Leagues under circumstances where a letter of intent to sponsor and pay has been received at time of registration from a recognized business. The registration would be permissible without payment as long as the letter of intent is received by the program deadline, and actual payment is received before league play.

(b) Forms of payment are accepted in the following manner: Cash, credit card, credit transfer (Section 308), or checks made payable to Douglas County Parks and Recreation.

(c) Registration will be on a first-come, first-serve basis.

(d) A processing fee of 2.5% may be applied for each transaction processed by the Parks and Recreation Department, with the exception of concession sales.

(e) Registration may occur in the following manner:

(1) **Walk-in** at the Parks and Recreation Department, 1327 Waterloo Lane, Gardnerville, 8:00 AM - 5:00 PM, Monday - Friday; Kahle Community Center, 236 Kingsbury Grade, Stateline, during posted hours of operation.

(2) **Mail-ins** will be processed by returning the registration form, payment by check or credit card only, and a self addressed stamped return envelope. In cases where programs are offered and an early registration incentive is available, registrations must be postmarked by the registration deadline to receive the early registration fee (Section 306).

(3) **Drop-off** registration is taken at the Park and Recreation Department Office where a night drop box is available near the front door (24 hours). All drop off registrations must include check or credit card information, and a completed registration form.

(4) **Online Registration** may be made via links on the Douglas County website. All online registrations must include credit card information and program forms as may be required.

(5) **Phone Registrations** may be made by phone with payment made by credit card (Visa or MasterCard).

(6) **Faxed** registrations may also be utilized by faxing a registration form and credit card information.

(7) **Program registration for contract instructors.** Some program registrations and payments may be taken at the class location by the individual instructor. In these cases, the registration, refund, financial assistance, and discount policies are not available through the Department.

(8) Additional forms may be needed as required by the program.

Section 306 - EARLY/REGULAR REGISTRATION AND ADDITIONAL CHARGES

The Department may provide, on certain adult and youth recreation programs, an early registration incentive. Early registration applies when a registration is received prior to a program deadline. In the absence of early registration incentives, regular registration fees will be charged. Regular registration fees may be applied when a registration is received prior to or after a program deadline.

Additional fees may be charged in the event Staff time has been incurred as a result of late pickup of participants.

Section 307 - FINANCIAL ASSISTANCE AND DISCOUNTS

The Department offers a program of financial assistance for youth activities administered by the Department to any individual who has first applied, been screened, and received a recommendation by the Social Services Department for a reduction in fee.

The Department may also offer family discounts on certain programs that will enable a family with more than one youth to receive a discount for signing up two (2) or more youth from one family.

Section 308 - CREDIT OR TRANSFERS

a) Individuals may elect to transfer to another class(es) or activity(ies) that are available. A transfer must be requested prior to the initial activity. For Day Camp programs, a $5.00 per child / per date transfer fee will be charged for all transfer requests made prior to 1:00 pm (Valley camp) or close of business (Lake camp) the day before the initial activity. If notice is given after this time, no transfer will be given unless a doctor's note is provided. Exception: No transfer fee will be charged for a transfer request made prior to 1:00 pm two weeks before the initial activity.

b) If transferring to a class of greater value, payment of the additional amount is required at the time of the transfer.

c) Individuals may elect to cancel a class or activity and place a credit on their customer account. A Request for a credit must be made prior to the initial activity. For Day Camp programs, a $5.00 per child / per date processing fee will be charged for all credit requests made prior to 1:00 pm (Valley camp) or close of business (Lake camp) the day before the initial activity. If notice is given after this time, no credit will be given unless a doctor's note is provided. Exception: No processing fee will be charged for a credit request made prior to 1:00 pm two weeks before the initial activity.

d) The Department will conduct an annual audit of customer accounts.
Any credits of more than $5.00 will be refunded 100%. If a refund check is returned due to incorrect address or absent information, the customer account will be

considered inactive, and the account will be assessed a $10 / month inactivity fee until the balance is depleted.
Any credits of $5.00 or less will be charged an administrative fee equal to the amount of credit.

Section 309 - PROGRAM REFUNDS

a) A full refund, with the exception of any processing fee charged at time of registration, will be given for cancellation prior to the activity. For Day Camp programs, a $5.00 per child / per date cancellation fee will be charged for all refund requests made prior to 1:00 pm (Valley camp) or close of business (Lake camp) the day before the initial activity. If notice is given after this time, no refund will be given unless a doctor's note is provided.

b) A $5.00 processing fee will be charged if the individual requests a refund check prior to the activity.

c) A 100% refund or credit will be given if the Department cancels the activity. Any processing fee charged at time of registration will not be refunded.

d) All cancellations and refunds must be made at the Parks and Recreation Office.

e) Refunds are processed within two (2) weeks.

Section 310 - NON-SUFFICIENT FUND CHECKS

Program Registration fees paid with a check that come back with a notice of 'non-sufficient funds' will be handled using the following procedures:

- NSF transactions will be processed once by the Treasurer's Office
- If NSF, program transaction is flagged as owed and a phone call is made to the customer stating fees due, payable in cash within a predetermined date
- Fees due will include a $25.00 NSF processing fee
- If deadline is missed, program transaction is voided and a certified letter is sent to customer stating fees due, payable in cash within 10 days of letter sent
- If deadline is missed again and if the original transaction amount totals $100 or more, the item will be turned over to the Douglas County District Attorney, Bad Check Unit
- If unable to resolve, customer will be flagged in computer system noting amount due and that they are only eligible for cash purchases in the future
- NSF customer accounts will be flagged as noted above and if unable to collect, the Department will write off the debt as uncollectable revenue within the appropriate fiscal year

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Section 311- SATISFACTION GUARANTEED

The Douglas County Parks & Recreation Department is constantly striving to provide you with the highest quality recreation activities, events, and programs. We are confident that you will enjoy these programs and we will back up our commitment to provide high quality services.

Your suggestions, comments, or ideas for improvement are appreciated. They will help us do the best job possible.

If you are not completely satisfied, tell us and we will arrange for you to:

1. Repeat the class at NO charge, or

2. Receive full credit that can be applied to any other program, or

3. Receive all your money back.

Satisfaction guarantee requests may be made in person or by calling us. Requests should be made within five (5) working days after the first class meeting. Refund checks will be mailed within two (2) weeks.

The Following are not eligible for refunds:
Sport Leagues
Facility Rentals
DCCSC or Kahle Daily Walk-In Fees
DCCSC or Kahle 30 Day Pass Fees
DCCSC or Kahle 90 Day Pass Fees

Section 312 - PROGRAM PROMOTION

The Department may provide coupons, discounts, passes, gift certificates and other promotional items for the purpose of marketing and generating revenue through increased interest or attendance within Department programs and facilities.

Section 313 - PROGRAM SPONSORSHIP & ADVERTISEMNT

The Department may accept sponsorship and/or commercial nonpartisan advertisement from local businesses, public service clubs/organizations, and/or individuals specifically for the purpose of sponsoring and/or advertising at Department programs and events. The Department will not accept sponsorship from political, issue advocacy, and/or religious affiliated businesses, organizations, entities, or individuals. The Department will not accept from any business, organization, entity, and/or individual, ads of a political, issue advocacy, and/or religious nature.

ARTICLE 4

SALE OF FOOD, BEVERAGES & SUNDRIES

Section 401 - PURPOSE

Fees and charges may be levied to offset, cover and subsidize expenses incurred by the County in providing the recreation service.

Section 402 - FEES

The Department may charge fees for items sold at concession stands operated by Douglas County, with fees tied to the cost plus markup.

ARTICLE 5

DOCUMENT REPRODUCTION

Section 501 - PURPOSE

Fees and charges may be levied to cover Parks and Recreation Department reproduction expenses incurred by the Department.

Section 502 - DUPLICATION SERVICES

Applications, the Programs and Facilities Manual, Title 13, facility rules and regulations, as part of the process of reserving park and recreation facilities, will be made available to the public at no charge. Agendas for all Park and Recreation Commission meetings will be free, other than those requested by mail, where a self-addressed, stamped envelope must be included for those individuals requesting agendas other than those required by law to receive them, i.e., newspapers, radio stations, etc.

However, duplication of written materials in support of the Program, revenue analysis, internal procedures and manuals will all be charged at a rate equal to the actual cost of making the copies.

Section 503 - EXEMPTION OF DOCUMENT REPRODUCTION FEES

Any state, county, or local form of government, or individual group or consultant who is working or providing services to Douglas County or the Department, will be exempt from paying document reproduction fees as determined by the Director.